INSTRUCTION ON HOW TO SUBMIT A COMPLAINT

Solar4Kosovo II/Solar District Heating Prishtina is a project of TERMOKOS Sh.A. (the Prishtina municipal district heating company) in Prishtina, Kosovo, for the provision of additional heat energy capacity to the district heating network of Prishtina produced on a solar thermal basis.

The project aims to supply additional households, institutions and businesses to be connected to the TERMOKOS district heating network and to the overall goal to establish a more economic and reliable heat supply in Prishtina.

The Project shall be financed through loans and grants from the German Government provided through Kreditanstalt für Wiederaufbau (KfW), as well as co–financing from European Bank for Reconstruction and Development (EBRD) and an own contribution from the Project Executing Agency.

Should you have any comments, questions, or complaints regarding the implementation of the Project, we kindly request that you submit them through one of the following channels.

	**Via email** Complaints may be lodged by sending an email to solar4kosova@termokos.org (attention: Project Implementation Unit, TERMOKOS Sh.A. Rr. 28 Nëntori nr. 181, 10000 Prishtina, Republic of Kosovo) or by filling out a complaint form available on the Termokos's website: https://termokos.org/v2/
	**In person** Complaint can be submitted at the construction site or through complaint boxes at the Termokos premises during working hours from 8.00 am to 4.00 pm. The address for submission is: TERMOKOS Sh. A.Rr. 28 Nëntori nr. 181, Solar4Kosovo Project Implementation Unit 10000 Prishtina, Republic of Kosovo phone: +383 46 966 150
	**By mail** Complaints can be submitted to the following address TERMOKOS Sh. A.Rr. 28 Nëntori nr. 181, Solar4Kosovo Project Implementation Unit 10000 Prishtina, Republic of Kosovo

The complaint form in printed format will be accessible at all construction sites and the office of Termokos, while the electronic complaint format can be obtained by downloading it from the website: https://termokos.org/v2/